



April 2011

Dealer Service Instructions for:

Customer Satisfaction Notification K40 Monroney Label Information

Models

2011 (WK) Jeep® Grand Cherokee

NOTE: This notification applies only to the above vehicles equipped with a Media Center 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB) built from August 16, 2010 through January 22, 2011 (MDH 081618 through 012209).

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Monroney Label information on about 930 of the above vehicles lists a 1-year subscription to Sirius Travel Link service. The radio in the vehicle does not have the correct software to operate the Sirius Travel Link features. A Compact Disc (CD) will reprogram the radio's software and allow it to access the Travel Link features.

Repair

The radio must be reprogrammed using a CD disc with new Travel Link software.

All owners known to Chrysler will have a software update CD mailed to them to update their radio's software.

NOTE: All vehicles involved in this notification will receive an additional one year subscription (beyond the original subscription termination date) to Sirius Satellite Radio and Sirius Travel Link Service free of charge.

Parts Information

<u>Part Number</u>	<u>Description</u>
68141133AA	Disc, Travel Link CD



Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Follow the instructions printed on the Compact Disc (CD) software jacket to reprogram the radio (Figures 1 and 2).

CHRYSLER GROUP LLC 68141133AA

MEDIA CENTER 430N SOFTWARE UPDATE (TRAVEL LINK)

20 mins TOTAL
Plan on approximately 20 minutes to update the Radio Software (including Travel Link) and Navigation Software.

1 min
Preparation

1. Turn vehicle ignition to ON. **LEAVE THE IGNITION IN THE ON POSITION FOR THE DURATION!**
2. Remove any USB devices from the radio face plate.
3. Press the VOL knob to turn the radio OFF.
4. Press "LOAD" and insert DISC (P/N 68141133AA).

8 mins
Radio Software Update


5. When the prompt "Update from 20.02.01 to 23.04.41" appears, press "YES". Radio will restart.

Progress Bars will indicate the status of the software update. Upon completion of the software update, the radio will restart. After about 2 minutes, the radio will prompt for a series of additional updates.

The following updates on the back cover MUST be applied for the new radio features to operate correctly.


Figure 1 – Reprogramming Instructions

Service Procedure (Continued)

 3 mins

Travel Link Database Update

6. When the prompt "**Update baseline data files on HDD?**" appears, press "**YES**".


 5 mins

Navigation Software Update

7. When the prompt "**A new version of software is detected. Do you wish to update?**" appears on the Navigation screen, press "**YES**".

a. When the prompt "**PND Update Completed**" appears, press "**OK**".

b. If the message "**PND did not update!**" appears, your Navigation software is already up to date. Press "**OK**".

 2 mins

Completion

8. When the prompt "**Update application software from 23.04.41 to 23.04.41**" appears, check the version numbers.

a. If the version numbers match (i.e. **23.04.41**), press "**NO**". Radio will complete the update procedure and restart.

b. If the version numbers do not match, perform the **Radio Software Update** section again.

9. When the prompt "**Update baseline data files on HDD?**" appears, press "**CANCEL**" (bottom right corner of the screen).

10. Press "**LOAD**" to remove the DISC and return the DISC to this protective envelope. Press "**LOAD**" again to close the screen.

Software Update is Complete

Figure 2 – Reprogramming Instructions (Continued)

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Install Sirius Travel Link Software	08-K4-01-82	0.4 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by mail. They are requested to update their radio’s software with the Compact Disc (CD) mailed to them with their notification letter.

Any owner that prefers not to update their radio’s software is asked to schedule an appointment for the service with their dealer. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION K40 MONRONEY LABEL INFORMATION

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2011 model year Jeep® Grand Cherokee vehicles equipped with a Media Center 430N CD/DVD/MP3/HDD/NAV radio.**

Recommended Service: The Monroney label on your vehicle (VIN: xxxxxxxxxxxxxxxxxxx) lists a 1-year subscription to Sirius Travel Link service. The radio in your vehicle does not have the correct software to operate the Sirius Travel Link features. The enclosed Compact Disc (CD) will reprogram your radio's software and allow it to access the Travel Link features.

IMPORTANT NOTE: All vehicles involved in this notification will receive an additional one year subscription (beyond the original subscription termination date) to Sirius Satellite Radio and Sirius Travel Link Service free of charge.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the radio using a CD disc that contains new Travel Link software. The work will take about ½ hour to complete.

What you should do: Due to the simplicity of the repair, Chrysler is offering you two choices to resolve this issue. Choose either of the following options to have your radio reprogramed:

- Follow the instructions on the enclosed CD disc jacket to reprogram the radio or:
- **Contact your Chrysler, Jeep, or Dodge dealer** to schedule a service appointment. Be sure to bring the enclosed CD disc and this letter with you to your dealer when your vehicle is in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code K40